

Level 1 Certificate in Business Administration



International
Qualifications from EDI

Syllabus

Effective from: October 2001

INTRODUCTION

EDI is a leading international awarding body that was formed through the merger of the London Chamber of Commerce and Industry Examinations Board (LCCI) and GOAL a leading online assessment provider. EDI now delivers LCCI International Qualifications (LCCI IQ) through a network of over 5000 registered centres in more than 120 countries worldwide. Our range of business-related qualifications are trusted and valued by employers worldwide and recognised by universities and professional bodies.

Level 1 Certificate in Business Administration

Aims

The aims of this syllabus are to enable candidates to develop:

- understanding of basic routine administration, procedures and standards
- knowledge of standard office equipment, services and supplies
- the ability to apply this knowledge and understanding in an office environment

Target Audience and Candidate Progression

This qualification is intended for candidates who are preparing to work in business at a level that requires knowledge of basic routine administrative procedures. It is suitable for those who are about to start their career.

Successful candidates who also obtain passes in English for Business Level 1 and in a Level 2 Office Skills award will qualify for the Level 1 Diploma in Administration.

Level of English Required

Candidates should have a standard of business English equivalent to LCCI IQ English for Business Level 1.

Structure of the Qualification

The level 1 Certificate in Business Administration is a single unit qualification that consists of the range of topics detailed below.

Syllabus Topics

- 1 Office Organisation
- 2 Documentation
- 3 Materials and Stationery
- 4 Storage and Retrieval of Information
- 5 Office Machinery
- 6 Internal and External Communication
- 7 Services Provided by Outside Agencies

Guided Learning Hours

EDI recommends that 140-160 Guided Learning Hours (GLHs) provide suitable course duration for an 'average' candidate at this level. This figure includes direct contact hours as well as other time when candidates' work is being supervised by teachers. Ultimately, however, it is the responsibility of training centres to determine the appropriate course duration based on their candidates' ability and level of existing knowledge. EDI experience indicates that the number of GLHs can vary significantly from one training centre to another.

ASSESSMENT

Assessment Objectives

The examination will assess the candidate's ability to:

- demonstrate understanding of the need for efficient business administration
- provide examples of effective business communications and complete simple forms
- process information and follow instructions
- describe the uses of office equipment and services

Coverage of Syllabus Topics in Examinations

There will be at least one question from each topic area in each examination.

Examination Format

The format of the examination is as follows:

- The time allowance for the examination is 2 hours
- Candidates will be required to answer 5 questions from a choice of 9
- All questions carry equal marks
- Candidates may be required to complete loose-leaf inserts enclosed with the examination paper. These inserts will be printed on both sides to allow for 2 attempts

Answer Formats

Unless otherwise requested, candidates will be asked to provide answers in one or more of the following formats:

- short answers - ranging from one word answers to short sentences or paragraphs
- lists - these may be a series of bullet points
- diagrams, charts or forms - candidates may be required to complete simple diagrams, charts or business forms

Candidates may produce their answers on a word processor or computer but questions requiring form-filling will need to be completed by hand.

Mark Allocation

A positive marking approach is used.

Certification

Successful candidates will be awarded the Level 1 Certificate in Business Administration based on the achievement of the percentages and grades below:

Pass	50%
Merit	60%
Distinction	75%

Recommended Reading List and Support Material

Reading List

Title	Authors(s)	Publisher	ISBN Code
Business Administration, First Level	LCCIEB	LCCIEB	1 86247 077 4

Support Material

Model answers and past question papers are available from the LCCI website, www.lcci.org.uk

How to offer this Qualification.

To offer this qualification you must be an LCCI IQ registered examination centre. To gain Centre approval please contact Customer Support on 08700 818008 between the hours of 830 and 1700 (GMT) Monday to Friday or by email on centresupport@ediplc.com.

Alternatively you may contact your Regional LCCI Office or Co-ordinating Authority.

Syllabus Topic

Items Covered

1	Office Organisation	Candidates must be able to:
1.1	Work of key departments	1.1.1 Name the key departments within an organisation and the type of work carried out within each department
1.2	Liaison between departments	1.2.1 Understand the importance of communication/co-operation between departments
1.3	Organisation charts	1.3.1 Explain the benefits of organisation charts which visually represent the conventional hierarchical (or pyramid) structure of an organisation
1.4	Duties and responsibilities	1.4.1 State the principal duties and responsibilities of department heads
1.5	Office layout	1.5.1 List the advantages and disadvantages of landscaped, open-plan and cellular office layouts
2	Documentation	Candidates must be able to:
2.1	Purchase/sales documentation	2.1.1 Name the main documents used in the buying and selling of goods: <ul style="list-style-type: none">▪ requisition▪ quotation▪ order▪ advice note▪ delivery/despatch/consignment▪ pro-forma invoice▪ invoice▪ credit note▪ debit note▪ statement of account
2.2	Description and purpose of purchase/sales documents	2.2.1 Describe the uses of documents and state the information given on each
2.3	Purchase/sales terms	2.3.1 State the most commonly-used terms and abbreviations used in a buying/selling transaction
2.4	Commonly-used commercial abbreviations	2.4.1 Explain the meanings and use of commonly-used commercial terms and abbreviations
2.5	Petty cash systems	2.5.1 Understand the systems used to record petty cash transactions including imprest and analysis
2.6	Petty cash transactions	2.6.1 List the documents used in petty cash transactions

3	Materials and Stationery	Candidates must be able to:
3.1	Materials and Stationery issue	3.1.1 Name the different types of materials and stationery used in an office and the methods used to issue these materials to staff
3.2	Storage of materials	3.2.1 Describe safe methods of storage for office materials
3.3	Control of materials	3.3.1 Understand the need for and methods of control to avoid wastage and overstocking
3.4	Stock records	3.4.1 Explain the need for stock records for goods received and goods issued, including the documents used
3.5	Main forms and office documentation	3.5.1 List the main forms used in offices: stock record card, telephone message form, reception registration etc
3.6	Forms - information needed and sequence	3.6.1 State the different parts of a form (heading, main body, signatures and dates) and the sequence of information on a form
3.7	Colour coding	3.7.1 Explain the use of colour coding to differentiate one form from another
3.8	Proofreading	3.8.1 Understand the importance of effective proofreading and state the types of errors to look for when proofreading
3.9	Reading over rather than proofreading	3.9.1 Explain when 'reading over' (rather than simple proofreading) is essential
3.10	Printers' correction signs	3.10.1 Understand the meanings and use of commonly-used printers' correction signs
4	Storage and Retrieval of Information	Candidates must be able to:
4.1	Classification systems	4.1.1 Describe the main classification systems (alphabetical, numerical, chronological, geographical and subject order) and the advantages and disadvantages of each system
4.2	Indexing	4.2.1 State the purpose and use of indexing
4.3	Security classification	4.3.1 List the different types of security classification: top secret, secret, staff in confidence, confidential etc

4.4 Filing equipment	4.4.1 Name the equipment required for filing: vertical, lateral, horizontal, indexing etc
4.5 Electronic storage	4.5.1 Describe electronic methods of storing information: microfilm, electronic filing, CD ROM etc
4.6 Control of file movement	4.6.1 Describe different methods of controlling file movements: out cards, movement register etc
4.7 Centralised versus individual filing	4.7.1 Explain the benefits and disadvantages of centralised and individual (personal) filing
4.8 Reference books	4.8.1 List the standard reference books needed in an office and the key types of information available in such books
4.9 Sources of reference	4.9.1 Name sources of reference (libraries, databanks, viewdata etc)
4.10 Use of various sources	4.10.1 Quote examples of when various sources, including different reference books, may be used
5 Office Machinery	Candidates must be able to:
5.1 Commonly used office machines	<p>5.1.1 Name the machines most commonly used in the office:</p> <ul style="list-style-type: none"> ▪ electronic typewriters ▪ computers ▪ photocopiers ▪ scanners ▪ mailing equipment ▪ dictating machines ▪ calculators ▪ telephone answering machines ▪ fax ▪ offset litho etc <p>and the principal uses of these machines</p>
5.2 Facilities of office machines	5.2.1 Describe the facilities which may be available on the machines and the uses of the most common facilities
5.3 Selection of machine for job	5.3.1 State the criteria for selection of the most appropriate machine for use in given circumstances
5.4 Safety procedures	5.4.1 Explain the need for safety procedures in the modern office
5.5 Dangers and how to	5.5.1 Describe the dangers which might be

	avoid them when using equipment	encountered when using certain items of equipment and the ways in which these dangers can be avoided
6	Internal and External Communication	Candidates must be able to:
	6.1 Telephonist/receptionist and types of switchboards	6.1.1 Define the role and duties of the telephonist/receptionist and the types of switchboards including main features of electronic systems
	6.2 Paging facilities	6.2.1 State the different types of paging facilities and their uses
	6.3 Telephone extensions and uses	6.3.1 Describe the facilities which may be available on telephone extensions and their uses
	6.4 Processing mail	6.4.1 Explain methods of processing incoming and outgoing mail and the equipment, documentation and records which may be used
	6.5 Main postal services	6.5.1 Explain the main postal services available for incoming and outgoing mail and the main reference books available
	6.6 Delivery and messenger services	6.6.1 Explain when the following service should be used: <ul style="list-style-type: none"> ▪ internal messenger ▪ external carrier ▪ delivery
	6.7 Selection of service	6.7.1 Define the criteria for selection of a particular mail handling service
	6.8 External communications – fax and telex	6.8.1 Explain the purposes and uses of fax and telex machines for external communications and their advantages over other transmission methods
	6.9 Letters and memos	6.9.1 Understand the differences between letters and memos used in business and the circumstances when each are used
	6.10 Structures and composition of written communications	6.10.1 Define the basic structure of and describe the steps in composing simple letters and memos including the use of appropriate language, logical sequence of information and the importance of checking names, figures, dates etc
7	Services Provided by Outside Agencies	Candidates must be able to:

- 7.1 Principal methods of payment**
- 7.1.1 Describe the principal methods of payment used in business organisations including:
- cheques
 - automated clearing systems (BACS in the UK)
 - EDI (Electronic Data Interchange)
 - DD (Direct Debit)
- 7.2 When to use methods in and supporting documents**
- 7.2.1 Give examples of when these methods may be used and name the documents used when payment is made
- 7.3 Financial services**
- 7.3.1 List the services provided by:
- post offices
 - high street banks
- and other finance providers and their uses
- 7.4 Selection of specific services**
- 7.4.1 Explain the reasons for the selection of specific services in given situations

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and performance